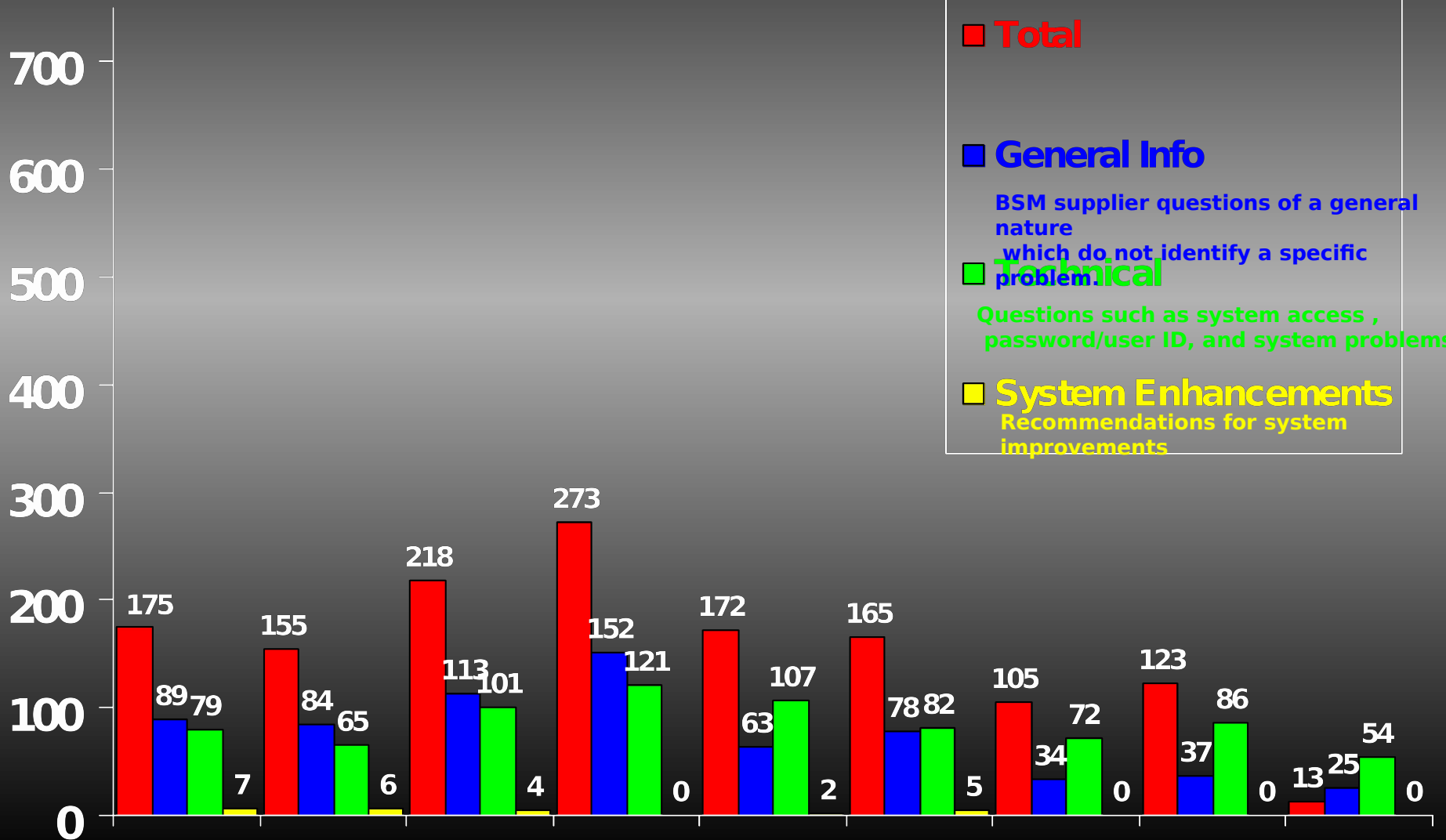




SRweb RELATED CONTACTS

As of 25 Sep 03



Total

General Info
BSM supplier questions of a general nature which do not identify a specific problem.

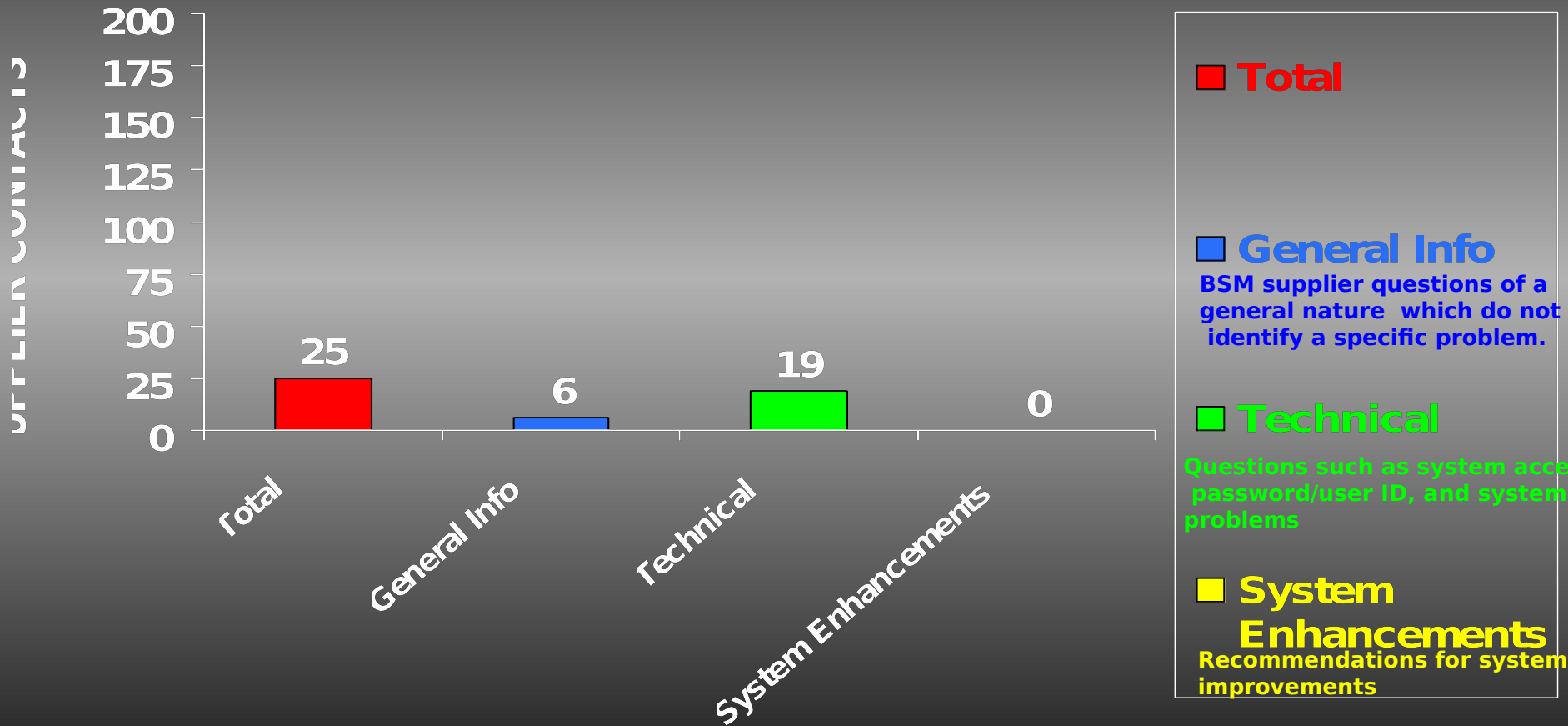
Technical
Questions such as system access, password/user ID, and system problems.

System Enhancements
Recommendations for system improvements.



SRweb RELATED CONTACTS

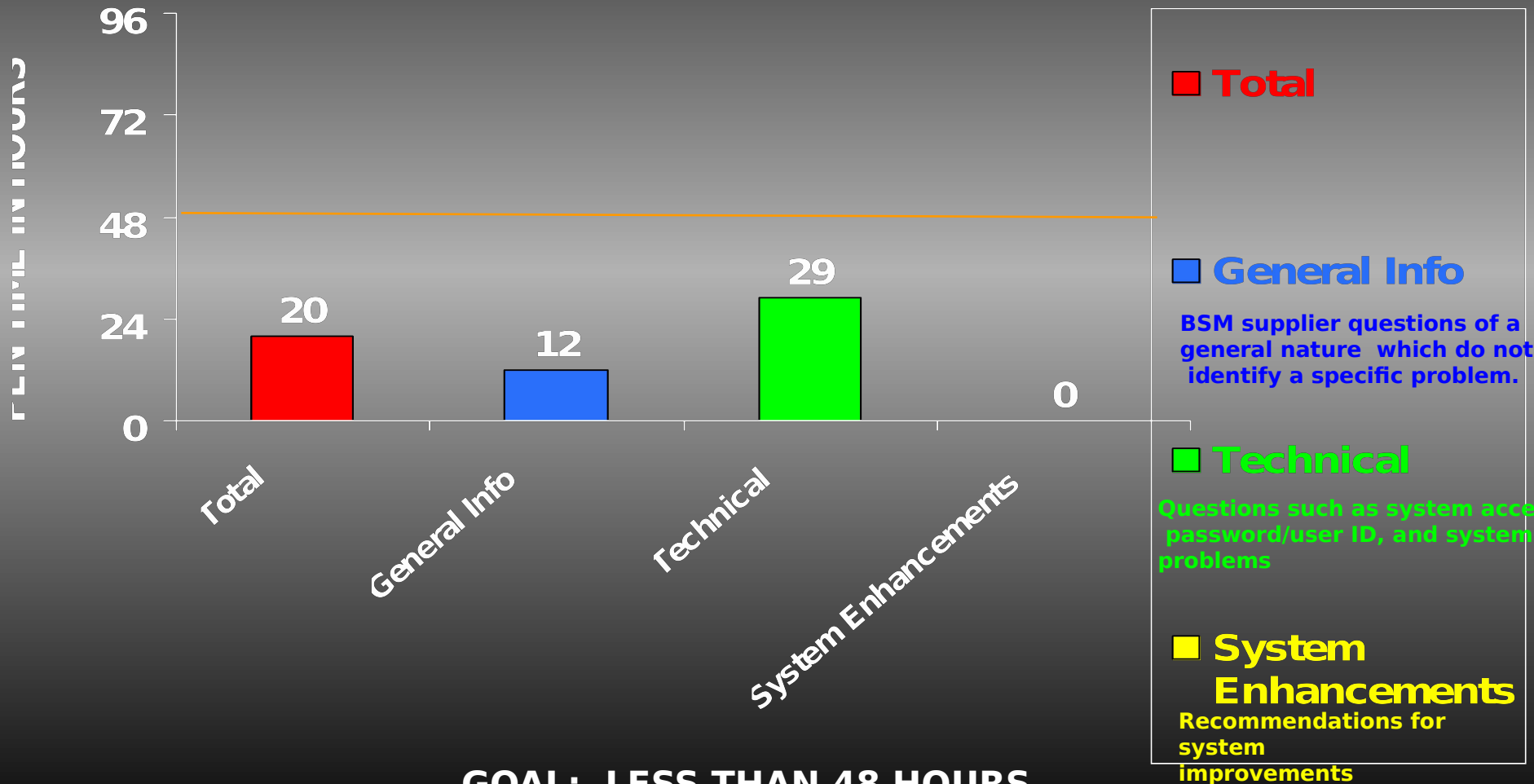
WEEK OF 18-25 Sep 03





SRweb ISSUES

Average Resolution Time
18-25 Sep 03

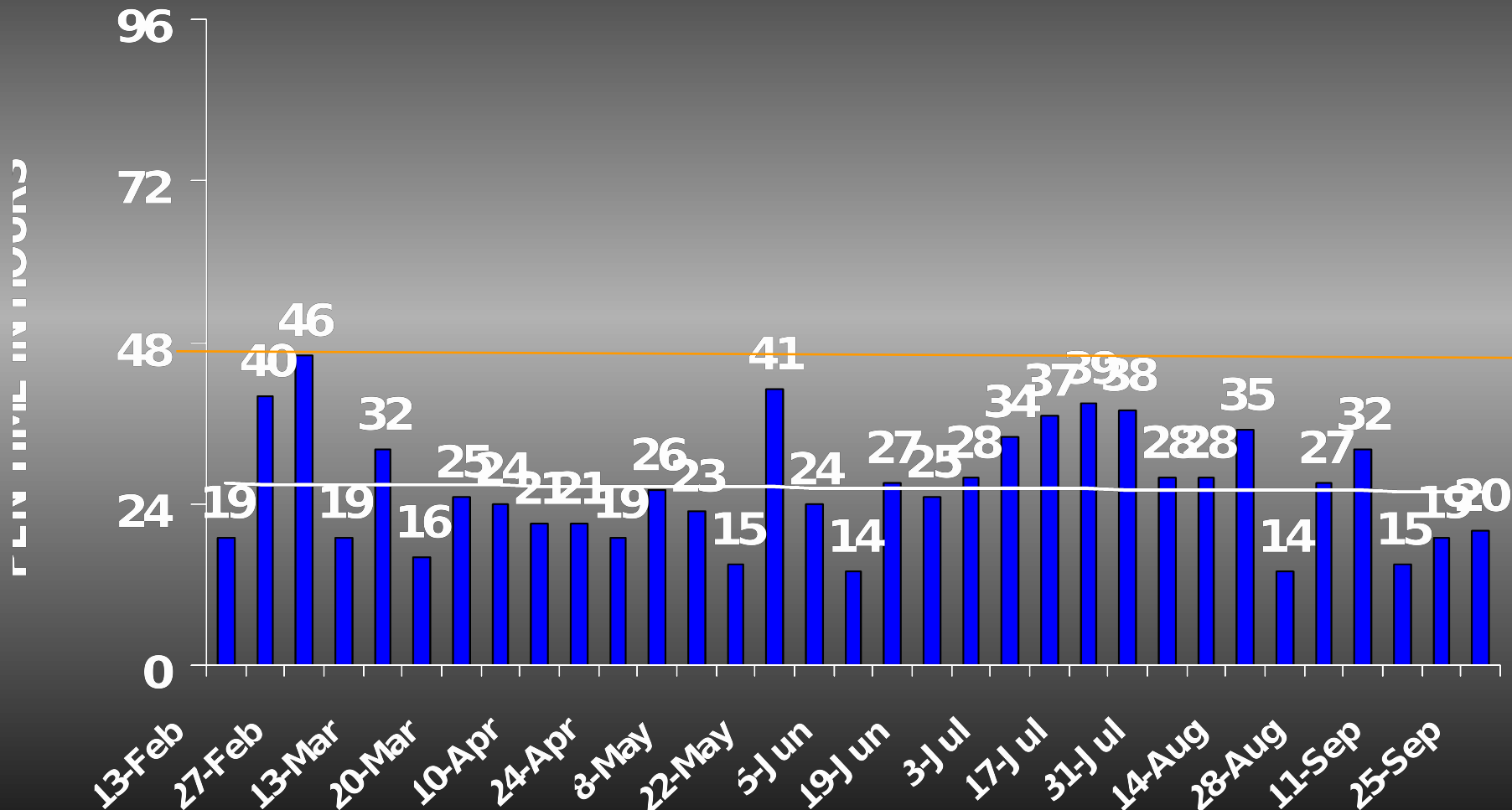


GOAL: LESS THAN 48 HOURS



SRweb ISSUES

Average Resolution Time (Trend)



GOAL: LESS THAN 48 HOURS



AGED SRweb REMEDY ISSUES

TECHNICAL ISSUES NOT RESOLVED WITHIN 48 HOUR
SUSPENSE

AS OF 25 Sep 03

